

# Work-Study Supervisor Training

Summer 2019

Office of Scholarships & Student Aid  
University of North Carolina at Chapel Hill



UNC  
Scholarships  
& Student Aid

# Training Summary

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- Administration Guidelines
- WS Student/Supervisor Responsibilities
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# Process Overview

A general timeline of important events for students, supervisors, & the WS Team

# Student Overview

- March/April/May
  - Student enrolls in Summer 2019 at half time status or greater
- April 15<sup>th</sup>
  - Students begin to gain access to the JobX system and begin to apply/interview for positions
- May 15<sup>th</sup>
  - Students can begin work after completing necessary onboarding processes with HR Representative and Supervisor
- June 26<sup>th</sup>
  - Last day of Summer WS; students cease work after this day

# Supervisor Overview: March-August

- March 15<sup>th</sup>
  - Supervisors begin creating Summer WS positions in JobX
- April 15<sup>th</sup>
  - Supervisors can begin to interview/hire applicants
- May 15<sup>th</sup>
  - Students can begin work after completing necessary onboarding processes with HR Representative and Supervisor
- July 10<sup>th</sup>
  - Summer WS positions removed from JobX visibility
- July 26<sup>th</sup>
  - Last day for Summer WS employees to work

Carolina Works



# Work-Study Program Overview

A brief look at the purpose, policies, and practices of the WS programs

# New for 18-19: Carolina Works (CW)

- The Carolina Works Work-Study program provides part-time employment opportunities to economically-disadvantaged students, through an institutional program similar to the Federal Work-Study Program.
- Only students who have submitted a FAFSA can be considered for the CW program.
- CW is intended to provide year-round employment opportunities without some of the restrictions of the FWS program.
- CW positions are also intended to support students' academic, professional, and personal goals.
- Students can not receive both FWS & CW awards in the same academic term, and only CW funding is available for the Summer term.

# FWS & CW: The WS Programs

- Employment through the WS programs can be on-campus (with offices, departments, professional schools, auxiliary services) or off-campus with approved non-profit community service agencies
- WS helps defray the cost of higher education by enabling students to earn a steady paycheck and reduce/minimize loan debt
- WS is issued for the academic term, allowing students the flexibility to work a less-rigid schedule than those typically found through outside employment.



# FWS & CW: The WS Programs

- Students are provided a maximum WS award amount at the beginning of the Summer term.
- WS award amounts may be revised/reduced (due to a student receiving additional undeclared funding); students and hiring supervisors will be notified of any update via weekly reports
- Students are assigned an hourly wage rate set by the employer at the time of hire and are paid on a regular basis for all hours worked.
  - Students working on campus will receive biweekly paychecks via direct deposit.
  - Students employed with community partners will be paid no less often than monthly and may be pay as often as weekly.
- Notifications will be sent to the student & supervisor once the student nears their award limit



# Administration Guidelines

The important information needed to successfully operate the WS program

# Eligible Work Periods

Summer Terms	Summer work-study is available from May 15 <sup>th</sup> through July 26 <sup>th</sup> for students enrolled in one or more classes over the summer term. Students may work throughout this period if enrolled for the summer regardless of when their class takes place. For example, a student enrolled only in Summer II may work during both the Summer I and Summer II terms.
University Holidays	Work IS NOT permitted during university holidays when departments are closed. If the department is open and a registered WS Supervisor is present, students can work during university holidays on a voluntary basis.

# Eligible Supervisors

- Only full-time, permanent, faculty and staff, and approved nonprofit community service partners are eligible to serve as WS Supervisors
- Part-time employees, temporary employees, graduate students, and post-doctoral candidates are not eligible to be WS Supervisors
- It is highly advisable that employees without supervisory experience receive appropriate training and experience prior to serving as a WS Supervisor
- The primary supervisor must be registered on JobX as the position manager. An unlimited number of other supervisors can register as secondary supervisors.
- **We strongly recommend having a one or more secondary supervisors for times when the primary supervisor is unavailable (e.g. ill, in meetings, on vacation).**

# Eligible Jobs

- Students may hold only one WS position at a time, but are not restricted from being simultaneously employed in another non-WS position
- Students are part-time employees and are not permitted to work more than 29 hours per week through WS positions during summer. Employment is capped at 20 hours/week during Fall/Spring.
- Students are at-will employees. While uncommon, WS employees can be choose to leave, be removed from (with cause), or change positions during the academic year.

# Eligible Work Duties

- Students are permitted to perform most job duties asked of non-WS employees, provided those duties are conducted on site and under supervision
- CW Students **are** permitted to work remotely (under limited circumstances) and drive as part of their job duties.
- All WS Students are required to document their attendance at work, usually through a sign-in/sign-out protocol
- **Studying is strictly prohibited while on the job – Work-Study is not a form of paid study time.**
- **Working during scheduled classes is strictly prohibited – work must be performed during non-class hours.**

# Termination

- During the 2017-18 academic year, only 2.5% of the 2,500 WS students were terminated (most due to graduation, studying abroad, or to pursue another position). Supervisors only needed to release 4 students for performance issues.
- Students who fail to meet job duties can be removed from their positions at the Supervisor's discretion
  - Documentation of the student's performance issue(s) and attempts to correct the issue(s) must occur before students are terminated. This should involve meeting with the student to discuss expectations of the position and how the student is not meeting them as well as a performance improvement plan.
  - You must consult with your departmental HR to ensure you have followed all required protocols for termination
  - The student must be notified in writing/email of their termination prior to any action being taken
- Supervisors terminating an employee should complete the termination request form, available by emailing [work-study@unc.edu](mailto:work-study@unc.edu).

# Job Classification

- In compliance with federal regulations, OSSA has established a Job Classification System (JCS) to assist supervisors with determining equitable compensation based on job requirements
- The JCS differentiates among knowledge, skill level, ability, and also recognizes the wide array of job responsibilities
- The JCS permits supervisors to equitably classify students based on the level of complexity of the job and qualifications of the individual student across the entire WS program.



# Pay Rates and Levels

- The table below contains the 2018-19 wage data. The following slides contain descriptions of the levels to assist you in job classification. WS staff will proof and (where necessary) update pay levels when reviewing positions.

Pay Level	Wage Range	Midpoint Wage
Level 1	\$7.25 - \$8.30	\$7.77
Level 2	\$8.30 - \$10.05	\$9.17
Level 3	\$10.05 – \$11.80	\$10.92
Level 4	\$11.80 - \$13.55	\$12.67

Supervisors designate the appropriate pay level when creating the position, but decide the appropriate Hourly Wage Rate upon hiring the WS employee based on the individual employee's qualifications.

# Job Classification

- **Level 1 (\$7.25-\$8.30):**
  - No experience or previous training required
  - Positions that perform routine tasks with minimal responsibility
  - Where applicable, positions may require demonstrated ability to successfully interact with the public
  - Student employee works in a well-supervised setting and takes little-to-no independent action

# Job Classification

- **Level 2 (\$8.30-\$10.05):**
  - Little or moderate experience, technical knowledge, or previous training is necessary
  - Special instruction may be necessary for some aspects of these positions.
  - Student employee must demonstrate the ability to learn new tasks and work independently with moderate or limited supervision

# Job Classification

- **Level 3 (\$10.05-\$11.80):**
  - Moderate to substantial experience, technical knowledge, or previous training or certification is necessary
  - Student employee must possess a high level of competency with a specialized skill and readily demonstrate the use of independent judgment, decision-making ability, and/or the ability to work responsibly with little-to-no direct supervision
  - Previous work experience at a lower level within the same department may be required

# Job Classification

- **Level 4 (\$11.80-\$13.55):**
  - In addition to the qualifications and scope associated with Level 3, these positions require an individual who possesses substantial experience, advanced technical knowledge, and previous training/certification
  - The student may be expected to manage technologies/equipment, research, analyses, publications, instruction, or other special projects or activities of significant scope
  - The student may work with extremely limited supervision on a regular basis

# Documentation for Hired Students

- Hired WS students must complete all required payroll forms with the hiring department's HR Representative/Shared Services Center & submit their employment verification form to their supervisor before they can begin working
- Departmental HR will enter the student's payroll information & set up the employee record in Connect Carolina
- Hired WS students are housed under the hiring department's number for payroll purposes but the WS account is used as the funding source
- Required payroll forms include: NC-4, W-4, Direct Payroll Deposit Authorization, and Electronic I-9 Employment Eligibility Verification
- Additionally, students must submit proof that they successfully completed WS Training to supervisors prior to beginning employment

# Documentation of Time Worked

- All WS employees and supervisors are required to use the Kronos Time Information Management (TIM) System to track work hours where possible.
- WS students must complete Computer-Based TIM Training for on the first day of work
  - <https://apps.fo.unc.edu/finance/training/tim-students-temps/>
- WS students ('employee' in TIM) & supervisors ('manager' in TIM) are required to approve work hours on a biweekly basis before the department TIM Administrator performs the final sign-off

# Job X & Funding

- All WS positions **must** receive approval by the Office of Scholarships and Student Aid (OSSA) and be posted to the JobX database to ensure eligibility
- **Students hired without authorization through JobX will have their earned wages retroactively charged to the hiring department.**
- If a supervisor leaves their position or is no longer able to manage student workers, another supervisor must replace them in the JobX system.
- **If a department has students working without a valid supervisor (who must registered as such in JobX), student earnings will be retroactively charged to the department.**



# Removal from program

Because the WS program is contingent on external funding, we are required to meet established guidelines in order to maintain eligibility. Failure to meet requirements by one supervisor can negatively impact program eligibility & funding for all participants. As such, OSSA will take any and all actions we believe necessary to ensure the continuation of the WS programs.

- Any supervisor that allows a student to earn more than their allotted award will be evaluated for suitability to continue participation in the WS program.
- Departments/supervisors with repeat violations may not be eligible to participate in the WS program in future aid years
- Any department that fails to meet their responsibility in paying for excess or unauthorized wages will be removed from the WS program



# WS Student/Supervisor Responsibilities

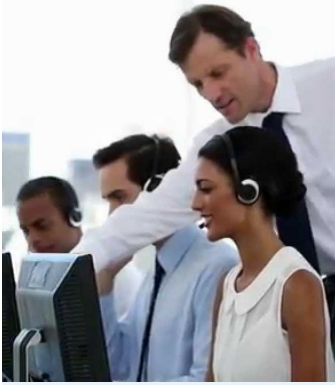
Documented duties for program participants

# Student Responsibilities



WS students are professional employees, and are therefore responsible for conducting themselves in a professional manner, including:

1. Completing WS training and providing proof prior to beginning work
2. Providing all requested documentation to HR prior to beginning work
3. Establishing a work schedule
4. Reporting to work on time
5. Completing tasks as assigned
6. Notifying the supervisor of any absence or derivation from the established schedule due to illness, emergencies, or valid academic conflicts (e.g. office hours, advising appointments)
7. Working with a supervisor on mutually acceptable schedule revisions, if needed
8. Refraining from prohibited activities: studying on the job, misreporting hours worked, working over limits, failing to perform job duties, etc.
9. Refraining from discouraged activities: personal calls, texts, e-mails, & social media updates
10. Notifying the supervisor of any changes to their WS award



# Supervisor Responsibilities

- Not discriminating on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran status, sexual orientation, gender identity, and gender expression
- Verifying that any new WS job does not replace an existing position
- Ensuring the student is properly hired through JobX and processed with departmental HR
- Collecting & retaining certification that the student-employee completed mandatory WS training
- Ensuring that WS students do not engage in work before the hiring/payroll process is complete with HR
- Ensuring that required university training (FERPA, HIPAA, confidentiality clauses, etc.) is completed as required

# Supervisor Responsibilities

- Keeping accurate records of all hours worked by the WS student and ensuring overages do not occur
- Ensuring a primary and/or secondary supervisor is available to students for sign-in, sign-out, supervision, instruction and emergency assistance any time a student is working
- Providing training sufficient to accomplish the job requirements and providing related training materials
- Presenting and clarifying job expectations and departmental requirements

# Supervisor Responsibilities

- Treating the student as a professional staff member
- Encouraging open and honest communication with the WS student
- Providing ample work to ensure students are busy and not studying during their shift
- Providing regular feedback regarding job performance and formal evaluations at least once per semester
- Ensuring that the WS student remains in compliance with federal, state, institutional, and program regulations

# Joint Responsibilities

- Maintaining accurate records of all hours worked
- Communicating regarding the failure of either party to meet established responsibilities and working to find a solution if such failures occur
- Ensuring the position helps the student progress towards their academic, professional, and/or personal development goals
- Preventing the student from exceeding weekly/annual work limits





# Posting & Hiring

How to submit a job description & select a candidate for employment



# Posting Access

- Supervisors will need to complete this training module, the module on operating JobX, and certify their completion on Sakai before taking any further action with the WS program such as positing a new position. New supervisors will also need to complete registration.
- Supervisors who have completed training will gain access to the JobX system once the WS Team confirms all required items have been completed.
- Once access is granted, supervisors will immediately be able to submit job postings & review applicants.

# Hiring Overview

- Once students begin applying on April 15<sup>th</sup>, supervisors can officially begin the hiring process. This includes
  - reviewing applicant information in JobX
  - interviewing new WS students (via phone, in-person, online, etc.)
  - hiring new WS students, after an interview
  - hiring WS employees returning to the same work location (no interview required)
  - setting up a payroll/I-9 meeting with your HR for the student
  - collecting certification that the student completed WS training

**Reminder:** All WS students must be hired through JobX first and then set up in Connect Carolina with you HR Representative/Shared Services Center. Hiring departments are liable for all wages paid to students not hired through JobX, regardless of whether the student is in a work-study position in Connect Carolina.



# Payroll, Time, & Wages

Setting up pay, marking down time, and getting wages to students

# Payroll Overview

- All WS students **MUST** be set up in payroll and complete I-9 verification **on or before their first day of work**. Failure to do so will violate WS program regulations and may violate US employment law.
- We strongly recommend setting up the appointment between the student and your HR Representative/Shared Services Center and doing so prior to the anticipated first day of work.
- Once your HR Representative/Shared Services Center has approved the student, the student is cleared for employment with the University, though they need to submit their completion of WS training to you if they have not already done so.
- **Students may begin work on the first day of class only if all aforementioned steps are complete. Please do not let your students begin work before this time!**

# Time

- Students are allowed to work up to 29 hours per week under the WS program during periods of “active enrollment”
- For summer, students enrolled in 1 or more classes (resulting in half-time status) during the Summer term can work from 5/15 through 7/26.

University Holidays	Work IS NOT permitted during university holidays when departments are closed. If the department is open and a registered WS Supervisor is present, students can work during university holidays on a voluntary basis.
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Reminder: an eligible supervisor must be present any time a student is at work

# Time

- Students will submit hours for supervisor approval in TIM, in much the same way that full-time SHRA employees do.
- Supervisors approve or revise submitted time sheets before sending them on to HR for approval and payout
- Time information for pay periods as well as expected submission days and pay dates can be found online at <http://finance.unc.edu/departments/strategic-sourcing-payment/payroll/schedules/>

# Wages

- Students will receive biweekly paychecks for hours worked approximately 12 days after the end of the pay period
- Around 14 days after the end of the pay period, wage disbursement information is sent to the WS team

**If the student's earnings exceed their award, supervisors will be required to submit a PAAT entry for the overage and either convert the student to departmental funding or end their employment.**

# Wages

- Because Summer positions are funded through the Carolina Works Program, 50% of students' earned wages are paid for by the employing department.
- The initial wage earnings are covered by OSSA through the Carolina Works funding. After reconciliation, the employer share is billed back to the earning department through CBM when the CBM system completes its monthly run on the 14<sup>th</sup>.
- Employing departments can either choose to have their earnings paid through the default CBM fund or redirect the earnings to a different funding source.



# Hiring Checklist Example

The following is an abbreviated of a list of tasks an WS supervisor might follow for new hires. It is by no means an exhaustive list for all positions, and should be amended to suit your needs.

1. Confirm that the student has been hired in Job X
2. Exchange contact information between the student and supervisor
3. Set up a meeting between the student and your HR Representative or Shared Services Center prior to/on the first day the student is employed
4. Ensure the student has completed required WS Training & provided documentation
5. Ensure the student has completed any departmental-specific training (FERPA, HIPAA, confidentiality, etc.)
6. Ensure the students has completed all employment verification (I-9) and payroll process (W-4, NC-4, & direct deposit enrollment) with your HR Representative
7. Create weekly work schedule and provide student with a list of documented expectations
8. Review federal program regulations including when students are/aren't allowed to work.
9. Review operating norms (Job duties, sign in/out protocols, who to go to for help, no studying on job, additional duties to complete as time allows, job attire, etc.)
10. Discuss any other supervisor-specific items (e.g. performance review periods, mentoring opportunities, additional training opportunities, areas of concern)

You can find a more in-depth list at

[https://unc.studentemployment.ngwebsolutions.com/Cmx\\_Content.aspx?cpId=7](https://unc.studentemployment.ngwebsolutions.com/Cmx_Content.aspx?cpId=7)



# Next Steps

Getting access and planning for the future

# Thank you for reviewing this Work-Study Supervisor Training!

We appreciate your interest in the WS Program as well as your willingness to mentor WS students. We look forward to working with you!



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